



BY MEMBERS FOR MEMBERS

**MALAYSIAN ASSOCIATION
OF
MONEY SERVICES BUSINESS
(MAMSB)
2023
COUNCIL REPORT**

Table of Contents

About MAMSB	1
President Message	2
Shape Status of Key Deliverables 2023	5
Vission,Mission & Milestone	6
Secretarial Team	7
3 Pillars of Secretariat's Activities	8
MAMSB Organization Chart	9
MAMSB Strategic Blueprint 2022-2026 (SBP 2)	10
MULTI Principal Agent Arrangement (MPA)	11
MSB Industry Annual Turnover 2023	14
Training & Continuous Education Programme	16
GOCO Team	17
GOCO AML/CFT Training	18
Sanction Screening Training	21
MSB Directors education programme (MDEP)	22
Accreditation Programme	23
Engagement Sessions with Industry Members, Internal and External Stakeholders	24
Annual General Meeting 2023	30
Membership Report	31

About MAMSB

MAMSB (Persatuan Perniagaan Perkhidmatan Wang Malaysia), also known as the Malaysian Association of Money Services Business, was formally registered with the Registrar of Societies on August 22, 2013, following the Societies Act 1966. MAMSB serves as the authoritative organization at the national level representing licensees and organizations authorized to act as money services business agents for principal licensees under the Money Services Business Act 2011 (MSBA). MAMSB is committed to the advancement of the Malaysian money services industry. By representing the interests of its members, its ultimate objective is to assure alignment with the national agenda to advance the modernization and professionalism of the money services business sector.

The Association has prioritized professionalism standards in the MSB business to align with the expectations of members, the Bank, and other stakeholders. They diligently strive to enhance compliance standards in the MSB market to ensure that all compliance officers in the industry are suitable and competent. MAMSB is diligently working towards enhancing its strategic goals outlined in the Strategic Blueprint (2022-2026) to advance the modernization of the MSB sector. The Association continues to prioritize the significance of its members by giving consultation and maintaining regular engagement with them. The association works to enhance the perception, popularity, and public trust in the MSB business, which is progressing well. We as a team foresee another period of successful work for our members, associates, and the industry as a whole.



www.mamsb.org.my

President Message

Dato' Sri Jajakhan bin Kader Gani

President Malaysian Association of Money Services Business

It gives me great pleasure and honor to be here standing in front of beloved industry members to present the Malaysian Association of Money Services Business (MAMSB) Council Reports and Financial Statement in conjunction with the Annual General Meeting 2024 (AGM 2024) of the Association. Allow me to express my greatest delight to have the trust and faith of the Members, Associate Members, and Council Members bestowed in me as the President of (MAMSB) for the Second term. With boundless gratitude for the confidence placed in me and with an unwavering resolve to honor that trust, I remain steadfast to serve the members' interest for the remaining of my leadership.

Let me take this opportunity to also acknowledge and convey my sincere appreciation to respected Council Members and the reasonably new Secretariat for the hard work and tremendous initiatives that were undertaken in the last quarter of 2023. When the new Secretariat took control of the MAMSB in the fourth quarter of 2023, the focus was directed towards the daily running of the MAMSB activities, especially rolling out the outstanding Compliance training and accreditation programs. In 2023, MAMSB Secretariat organized the first GALA Dinner on April 29th in Hilton Kuala Lumpur, marking a historic year for the Industry and MAMSB. The GALA Dinner was attended by members of MSBs, and it was officiated by the Director of Payment Services Policy Department, Bank Negara Malaysia, Mr. Qaiser Iskandar bin Anwarudin. The GALA Dinner generated some income from selling dinner tables and donations from some of the members and non-members.



The year 2023 was also a challenging year for the industry and MAMSB Secretariat as it was an election year. The majority of MAMSB positions were up for contest and the secretariat underwent two AGMs, the first of which was deemed invalid for insufficient quorum. Most of the Council Members elected were serving their second term, including the President. The CEO and some staff members resigned from MAMSB Secretariat collectively, with the changes taking effect in August 2023. The new CEO was appointed effectively on 2 October 2023 and elevated the Association's momentum in terms of member connections, operational efficiency, and branding. In Quarter 4 of 2023, many important tasks were found that needed immediate attention for effective internal administration of the association. As the world becomes more interconnected, MSBs assume a progressively critical function in enabling financial transactions. MSBs facilitate financial transactions, thereby serving as a vital component of the worldwide financial ecosystem. MSBs play a substantial role in promoting financial inclusion by providing readily available and frequently economical financial services. MSBs are obligated to comply with a multitude of domestic and international regulations to safeguard the integrity of their activities and thwart unlawful undertakings. Compliance is a continuous process that requires constant improvement and enforcement. MSBs must engage in ongoing transaction monitoring, perform routine audits, and update their compliance programmes frequently to align with regulatory modifications. The MSB industry has started making significant efforts to transition into the digital age, but it must expedite its digital transformation strategy and enhance its resilience. The MSB is at a critical period when all players must collaborate and work as a team to combine ideas, vision, and expertise to develop new strategies for the company and adapt to the industry.

I am confident the MSB industry will become more than just sustainable once we can align our businesses with the new MSB Strategic Blueprint 2022-2026. This Blueprint will consist of business models that will create a game-changing shift in the MSB industry like digitalization and automation, especially the role of E-KYC in the onboarding of customers, growth of mobile remittance, convergence between remittance and payments, mobilizing a multiple principal-agent MSB ecosystem, consolidation of the domestic MSB industry, etc. The Association is looking forward to your strong participation and the inclusion of all members from the various classes and regions to bring their vision, capabilities, and skills to make this new blueprint a successful one. According to Bank Negara Malaysia's Annual report released in 2022, priority in 2022 was to ensure that payment and money services business (MSB) services remain safe, efficient, and reliable. Bank Negara Malaysia actively collaborated with the industry to reduce barriers to e-payments adoption and increase public confidence in the payment system. These efforts have sustained the strong growth in digital payment adoption among households and businesses.



The Bank Negara Malaysia has also devoted significant resources towards ensuring the regulatory and supervisory framework, as well as key payment infrastructures, are fit for purpose and well-aligned with the current and future needs of the economy. E-remittance services offered by licensed non-bank remittance service providers (RSPs) continued to gain traction among consumers. They now account for about 45% of total outward remittances by non-bank RSPs as customers look for ways to send money abroad quickly, conveniently, and at a lower cost. Meanwhile, total outward remittances grew by 10.5%, attributed to higher remittance transactions by foreign workers as the economy began to pick up in 2022. The reopening of the economy also saw the gradual return of international tourists, leading to a significant rebound in the money-changing and wholesale currency businesses. This is definitely a positive trajectory for MSB industry and hope this trend will continue for the coming years.

On separate note, while the MSB industry has begun to take serious effort to step into the digital era, we see now how we need to accelerate our digital transformation plan and become more robust. The MSB is facing a crucial phase where all of us should now collate and consolidate our ideas, vision, and know-hows to create new roadmaps for our business post-2023 so that we can better mitigate and manage our businesses and elevate the industry. To mitigate these risks, MSBs are subject to regulatory oversight and must adhere to strict anti-money laundering (AML) and counter-financing of terrorism (CFT) laws. They are required to implement robust AML programs, which include customer identification, transaction monitoring, and reporting suspicious activities. Compliance isn't a one-time affair. It requires constant updating and enforcement. For MSBs, this involves continuous monitoring of transactions, conducting regular audits, and periodically updating their compliance programs to keep up with regulatory changes.

I cannot stress enough that we are grateful and appreciative of our members' continued recognition that we are all in this together, as one humanity under one resilient Association, and that is what constitutes the strength of our esteemed Association as declared under our logo: By Members for Members.

Thank You

Dato' Sri Jajakhan Bin Kader Gani
President
Malaysian Association of Money Services Business

Shape Status of Key Deliverables 2023

Looking forward, the Secretariat aims to implement the six Key Industry Deliverables in the first half of 2024. These Key Deliverables will be achieved through robust participation from members across all MSB pillars at the committee level, alongside the involvement of external consultants.

MSBs in a Digital World:

With the advent of digital technologies, many MSBs have begun offering digital and mobile services, enabling users to transact anytime, anywhere. This digital transformation not only enhances the convenience of MSBs but also extends their reach to previously unbanked or underbanked populations.

Outlook: Embracing Innovation:

As the MSB sector continues to evolve, we anticipate further innovation and growth. Emerging technologies such as blockchain and artificial intelligence hold the potential to provide new opportunities for MSBs, enhancing the efficiency and security of their services.

Conclusion: A Thriving, Evolving Sector:

The Money Services Business landscape is dynamic, playing a crucial role in the world economy. As we navigate into an increasingly digital financial landscape, the importance of MSBs is expected to grow. Regulatory compliance, technological innovation, and a focus on financial inclusion will shape the future of the MSB sector, ensuring a thriving industry ready to meet the demands of the 21st-century economy. As the post-pandemic environment gradually returns to normalcy, the MSB industry has recorded double-digit growth in every sector in the year 2023. The industry remains hopeful for a new lease of life with regulators considering opening more avenues, such as allowing the appointment of hybrid agents by MSBs. In 2023, we witnessed an annual increase of 35.70% (21% in 2022) in the Remittance business, 76.8% (415% in 2022) in the currency exchange business, and 68.20% (158% in 2022) in wholesale currency. These statistics indicate the current and future trajectory of the MSB landscape in Malaysia.

Bank Negara Malaysia, in its Financial Sector Blueprint (2022-2026), has identified technology as one of the four key megatrends shaping the financial landscape. Advancing digitalization is no longer an alternative but an imperative solution. In this context, the MSB industry finds itself at a critical juncture, necessitating strategic planning and discussions between regulators and licensees. Despite the challenges, many members have made genuine efforts to join the digital revolution. However, transitioning from a traditional monetary system to a digital one poses challenges, including financial constraints and escalating operational costs. Regulatory compliance adds another layer of complexity, making inclusivity for the industry arduous. Nonetheless, the Association recognizes the importance of equipping members with digital knowledge, training, and capacity building to ensure their sustainability in the digital era.

Vission, Mission & Milestone



Vission

To be a respectable organisation and driving force to modernise and enhance professionalism of the Money Services Business (MSB) industry in Malaysia.



Mission

1. Promote modernisation and professionalism of members.
2. Represent members' interest through constructive engagements with relevant stakeholders.
3. Facilitate education, training and knowledge sharing amongst members.
4. Promote self-regulation via establishment of code of conduct and rules.
5. Common platform to foster greater understanding and address issues.
6. Promote consumer awareness of authorised money services business.
7. Strategic collaboration with similar organisations or other relevant agencies



5th Term Council's Milestones

1. To propel the Money Services Business (MSB) industry towards digitalization.
2. To actuate the multi-principal agent business model by 2nd half of 2024.
3. To amend the MAMSB Constitution if any.
4. To modernise and professionalise MSBs
5. To conduct robust Group of Compliance Officer Trainings (GOCO) and other programmes.

Secretarial Team

Mr. Raman A/L Krishnan was appointed as the Chief Executive Officer (CEO) on 2 October 2023, after the resignation of the previous CEO Mdm. Chitra on 7th August 2023. The Council has approved her resignation and officially communicated it to the CEO via email on 28 August 2023. The first handover meeting took place on August 23, 2023, and the final one on August 29, 2023. The Secretariat team was assigned to carry out the daily administrative responsibilities for the Association as listed below.



Raman A/L Krishnan

CEO

Email: raman@mamsb.org.my

Mobile: +6017-328 8600

Vnesh

Account Executive

Email: vnesh@mamsb.org.my

Mobile: +6017-658 6240



Dinesh

IT Specialist

Email: dinesh@mamsb.org.my

Mobile: +6014-787 6240

3 Pillars of Secretariat's Activities

MEMBERSHIP	<ul style="list-style-type: none"> • Ensure accurate processing of new membership applications and the annual renewal of membership. • Follow up with Members on the fees/renewal or pending requirements/documents as the first point of contact for Members, taking inquiries via phone or emails and addressing Members' inquiries, complaints, or concerns in a timely manner. • Maintain and update the membership database. • Attend meetings and prepare minutes of meetings as required by the CEO. • Create registration forms and manage registration for the Association's training events. • Create online surveys and prepare analysis. • Attending and preparing minutes for MAMSB committees and task forces.
REGULATORY & ENGAGEMENTS	<ul style="list-style-type: none"> • Supervising and monitoring of all GOCO training activities and all other compliance programmes with BNM & industry players. • Monitoring and mobilizing JPK Accreditation. • Mobilizing the MSB Directors Education Programme (MDEP) for 2023. • Assisting in strategic thinking, development, and implementation of internal and external industry engagements. • Event management.
REGULATORY & ENGAGEMENTS	<ul style="list-style-type: none"> • Accounting. • Treasury • Human Resources – payroll, liaising with statutory bodies on employee contributions, Registrar of Societies (ROS) and general admin.

The Secretariat proposed the appointment of an additional staff to assist in rolling out more events, capacity building activities via webinars, face to face workshops and other industry outreach activities envisaged under the new Strategic Blueprint (2022-2026).

MAMSB Organization Chart



**Dato' Sri Jajakhan
Bin Kader Gani**
President



**Raman A/L
Krishnan**
CEO



**Thameejudeen Bin
Mohd Ibrahim**
Vice President



**Manimakudom
Karuppiah**
Treasurer



**Mohamed Ershad
Bin Syed Jahabar**
Secretary



Espen Kristensen
Head Of Class A



Ong Hong Khoon
Head Of Class B



See Yoke Siew
Head Of Class C



**Rakesh A/L
Aravindan**
Head Of Class D



Kelvin Lu Zen Kock
Chairperson Of East
Malaysia Region



**Mohammed Faizhal
Bin Ahamed Lebbai**
Chairperson Of
Central Region



**Analisa Yin Binti
Abdullah**
Chairperson Of
Southern Region



**Mohamed Sherafath
Ali Bin Abdul Rahman**
Chairperson Of
Northern Region



**Amarul Hanif Bin
Harun**
Chairperson Of
East Coast



Leow Su Lin
Group Of Compliance
Officers (GOCO)
Committee

MAMSB Strategic Blueprint 2022-2026 (SBP 2)

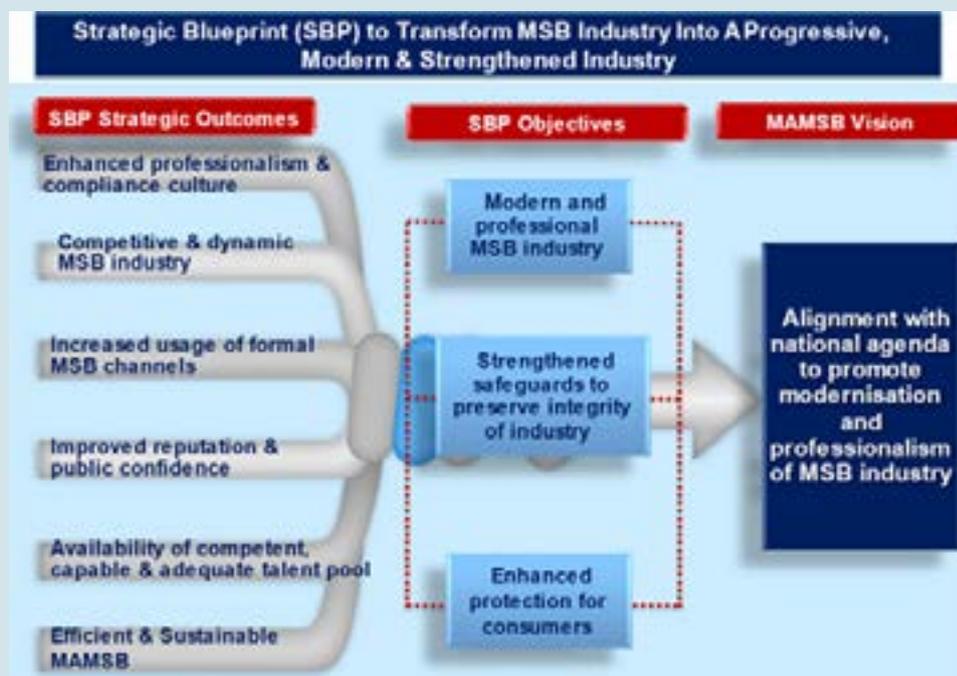
The Association's aspiration to modernise and transmute the MSB industry towards a more professional platform in the Malaysian financial eco system is guided by the MAMSB Strategic Blueprint (SBP 2). The inaugural new Strategic Blueprint 2022-2026 (SBP 2) that was crafted in 2022, successfully identified the 6 Strategic Outcomes derived from the 3-fold objectives of the Association. These Strategic Outcomes have been the guiding pillars for MAMSB to develop initiatives to achieve its 7 objectives.

As of December 2023, 55 Broad Initiatives were identified out of which 96 Action Plans were listed for the Association to undertake and complete. We noted that approximately 55% (53 initiatives) were on-going or accomplished, 13 Initiatives were in the Exploratory Stage, 12 Initiatives were In Progress and 18 Initiatives never got commenced.

Pursuant to the Regulator's aspiration, the Secretariat decided to form a taskforce by the 1st week of May 2024 to produce the Money Services Business Strategic Blueprint 2 (SBP2) for a more robust transformation of the MSB industry. MAMSB endeavour is to catapult our brick-and-mortar segment towards digitisation and precipitate the growth of the industry in a holistic manner with new business models, innovation and strong governance.

The Key Enablers for the SBP 2:

1. Clear Strategies
2. Stakeholder Buy-In (Customers, Regulators Members, Partners)
3. Industry's Trajectory –Towards Sustainability
4. Technology & Business models – Digitisation & Adapting to change
5. Training and Capacity Building



MULTI Principal Agent Arrangement (MPA)

The MULTI Principal Agent Arrangement (MPA) is a framework approved by Bank Negara Malaysia aimed at optimizing the operations within the Money Services Business (MSB) industry, with a focus on extending wider access and heightened convenience to consumers. Key features of the MPA include:

- i. Endorsement by Bank Negara Malaysia: The MPA framework has received official approval from Bank Negara Malaysia, underscoring its potential to enhance accessibility and convenience for consumers within the MSB industry.
- ii. Limited to Hybrid MSB Agents: The MPA arrangement is exclusively applicable to hybrid MSB agents, denoting MSB licensees appointed as MSB agents, who will execute remittance activities on behalf of a principal.
- iii. Principal Licensee Accountability: In the MPA framework, the principal licensee retains accountability for the actions of their agents, aligning with the standards outlined in Bank Negara Malaysia's policy document on Agent Oversight Framework from 2022.

To ensure the smooth implementation of the MPA arrangement, Bank Negara Malaysia expects the industry, through the Malaysian Association of Money Services Business (MAMSB), to introduce supplementary measures, including:

a. Information Sharing Mechanism: Establishing a mechanism to facilitate the exchange of information among principal licensees regarding the performance of their agents, aiming to mitigate the risk associated with onboarding agents with prior concerns. MAMSB can spearhead this initiative, ensuring compliance with relevant data protection laws and regulations.

b. Capacity Building Programs: Ensuring the availability of effective capacity building programs for agents, focusing on regulatory requirements outlined in the Money Services Business Act (MSBA) and Anti-Money Laundering/Counter Financing of Terrorism (AML/CFT) regulations. This entails standardizing internal training modules of principal licensees to maintain consistency and quality in agent training.

Transaction limit	For remittance transaction set by an individual – RM50,000. Principal licensees may also set lower limits on agents based on risk assessment.
Digital remittance	No objection subject to principal licensee institution with appropriate safeguard.
Minimum capital requirement	RM 300,000.00
Maximum of principals of an agent can tie up.	Can tie up any numbers
Cooling off period	Not exceeding 30 days of business or upon settlement of agent's obligation to the principal (whichever is earlier)

Proposed Term and Condition and yet to be approved by Bank Negara Malaysia:



Agent Accountability: By engaging in any activities related to our services, agents acknowledge and agree to conduct themselves with the utmost integrity, professionalism, and in compliance with all applicable laws and regulations.



Wrongful Conduct: If an agent is found to be involved in any wrongful conduct, including but not limited to fraud, misrepresentation, illegal activities, or any action that violates our policies, the agent will be subject to immediate termination of their agreement with us.



Information Sharing: Upon the discovery of wrongful conduct, we reserve the right to share the agent's information with other principals in the Money Service Industry, as well as relevant regulatory authorities. This may include, but is not limited to, the agent's name, contact details, and details of the alleged wrongful conduct.



Confidentiality Obligations: Agents are bound by strict confidentiality obligations concerning customer information and business operations. Any breach of these obligations may result in legal action and the sharing of relevant information with other principals in the Money Service Industry.



Termination of Agreement: The termination of the agreement due to wrongful conduct does not absolve the agent from any legal consequences that may arise from their actions. Additionally, the agent may be held financially responsible for any losses incurred by us or our customers because of their wrongful conduct.



Appeals Process: Agents have the right to appeal the termination of their agreement. The appeal process will be conducted in accordance with our internal procedures and will be subject to a thorough review of the circumstances surrounding the alleged wrongful conduct.



Updates to Terms and Conditions: We reserve the right to update these Terms and Conditions at any time. Agents are responsible for regularly reviewing the terms to stay informed about any changes.

MSB Industry Annual Turnover 2023

Remittance Business Services	2022, RM bil	2023, RM bil
OUTWARD	25.8	34.2
INWARDS	16.9	27.3
TOTAL	45.4	61.5
Year-on-Year Growth	35.70%	

Money Changing Business	2022, RM bil	2023, RM bil
BUY	18.8	33.4
SELL	18.8	33.2
TOTAL	37.6	66.6
Year-on-Year Growth	76.80%	

MSB Industry Annual Turnover 2023

Wholesale Business	2022, RM bil	2023, RM bil
DOMESTIC	8.9	12.8
CROSS BORDER	7.9	15.8
TOTAL	16.8	28.6

VALUE OF B2B REMITTANCE	
B2B TURNOVER 2023 (RM bil)	
INWARD	12
OUTWARD	4.7

Training & Continuous Education Programme

**GOCO AML/CFT
TRAINING**

**MSB DIRECTORS
EDUCATION
PROGRAMME (MDEP)**

COMPLIANCE CLINIC

ACCREDITATION



GOCO Team

The GOCO member team has worked diligently to design the modules and provide training to ensure that participants completely grasp compliance and fit and proper requirements. The year 2023 was undoubtedly a great one for MAMSB, marked by numerous successes and milestones.



 CHAIRMAN LEOW SU LIN FOO In Sdn Bhd	 VICE CHAIRMAN AINUL HUDA JAMIL World Currency Sdn Bhd	 SECRETARY CHUN YUN XUAN Wang & Company Money Changer
 MEMBER MOHAMAD AZIZUL BIN ABDUL RAHMAN Mobile Money Sdn Bhd	 MEMBER GUNASEKARAN S RAGHAVAN Akbar Money Changer Sdn Bhd	 MEMBER STEPHANIE SHEILA PHAN MEI LOONG Everrise Money Changer Sdn Bhd

GOCO AML/CFT Training

The Association has constantly focused on providing its members and associates with high-quality and standardized training in line with regulatory and industry standards, promoting compliance and effectiveness in the MSB industry. The main training curriculum is the Anti-Money Laundering and Counter Financing of Terrorism (AML/CFT) certification programme designed for Compliance Officers (COs), known as the Group of Compliance Officers (GOCO) Training curriculum. The training aims to ensure that the compliance officer is skilled and suitable for this industry. The course aims to enhance participants' lifelong learning skills by keeping them informed about the newest trends and information crucial in the financial industry. The certification process is performed modularly and consists of 4 modules.

MODULE 1: UNDERSTANDING AML/CFT FRAMEWORK

Date	Region	Number of Participants	Mode of Training
18th April 2023	All Region	37	Virtual
5th July 2023	All Region	33	Virtual
22nd November 2023	All Region	39	Virtual

Total Participants: 109

MODULE 2: CUSTOMER DUE DILIGENCE PROCESS

Date	Region	Number of Participants	Mode of Training
19th April 2023	All Region	36	Virtual
6th July 2023	All Region	22	Virtual
22nd November 2023	All Region	36	Virtual

Total Participants: 94

MODULE 3: MANAGING SUSPICIOUS TRANSACTIONS

Date	Region	Number of Participants	Mode of Training
2nd May 2023	Central	13	Face to Face
25th July 2023	Central	30	Face to Face
19th December 2023	Central	28	Face to Face

Total Participants: 71

MODULE 4: APPLICATION AND UNDERSTANDING RISK BASED APPROACH

Date	Region	Number of Participants	Mode of Training
4th May 2023	Central	17	Face to Face
26th July 2023	Central	30	Face to Face
20th December 2023	Central	29	Face to Face

Total Participants: 76

FRONTLINER WORKSHOP (TELLER MODULE)

Date	Region	Number of Participants	Mode of Training
20th April 2023	All Region	17	Virtual
4th July 2023	All Region	30	Virtual
21st November 2023	All Region	29	Virtual



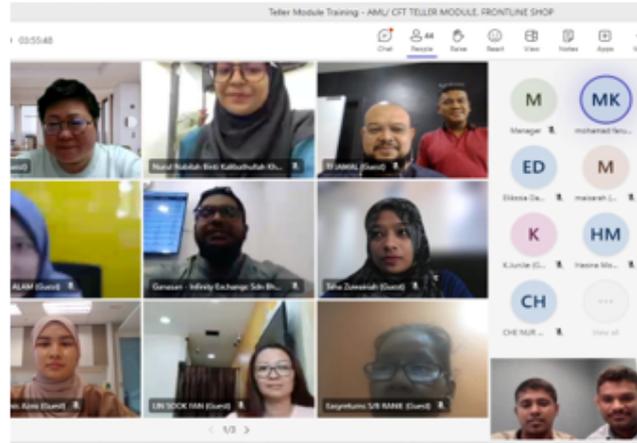
AML/CFT MODULE 3:
MANAGING SUSPICIOUS TRANSACTIONS
19 DECEMBER 2023
AICB BUILDING



AML/CFT MODULE 4:
UNDERSTANDING AND APPLICATION OF
RISK BASED APPROACH
20 DECEMBER 2023
AICB BUILDING



FRONTLINER WORKSHOP
(TELLER MODULE)
21 NOVEMBER 2023
VIRTUAL SESSION



AML/CFT MODULE 1
UNDERSTANDING AML/CFT FRAMEWORK
22 NOVEMBER 2023
VIRTUAL SESSION

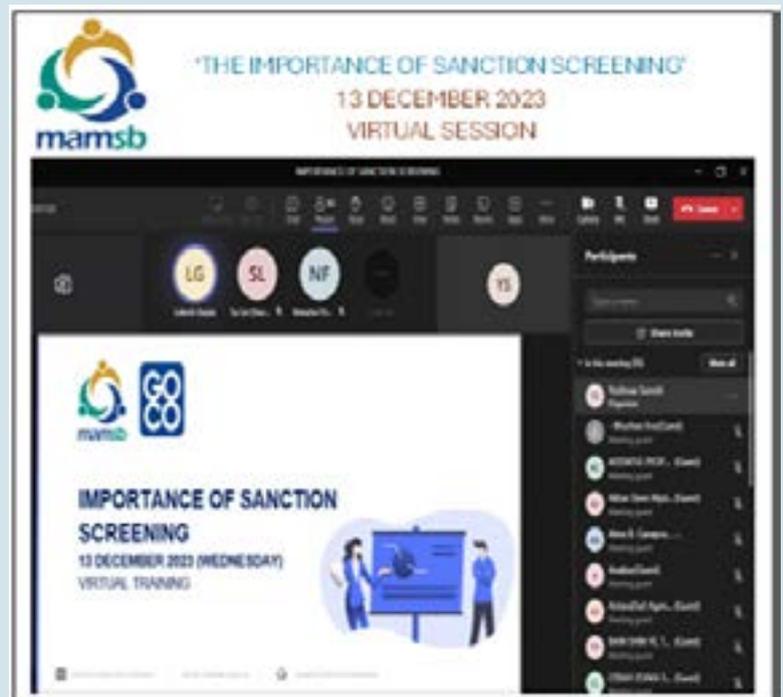
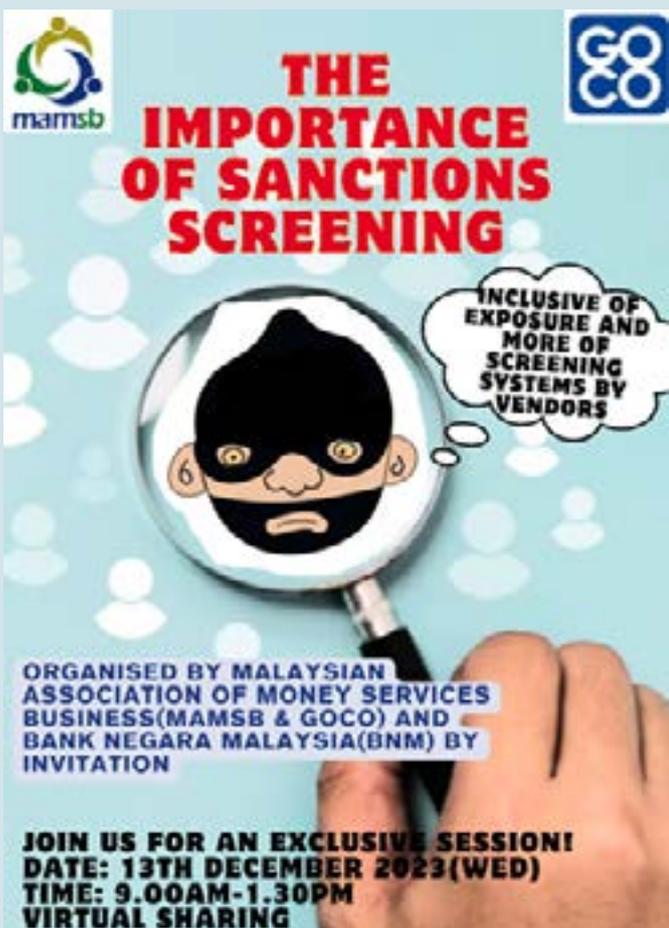


AML/CFT MODULE 2:
CUSTOMER DUE DILIGENCE PROCESS
23 NOVEMBER 2023
VIRTUAL SESSION



Sanction Screening Training

In a transformative stride forward, we MAMSB unveiled a series of dynamic virtual session in 2023, delving deep into the intricacies of 'The Importance of Sanction Screening'. We were honoured to host BNM's esteemed guest speakers, Puan Amarjit and Puan Nazatul on 13th December 2023. A remarkable 84 participants joined us for the enlightening session. Moreover, MAMSB proudly introduced new vendors, providing our members with valuable insights into the latest sanction screening applications. We are committed to facilitating continuous learning and fostering partnerships that drive excellence in our industry.



MSB Directors Education Programme (MDEP)



The MAMSB Secretariat, in partnership with ICLIF (ASB), conducted two sessions of the MDEP programme for MSB Directors and CEOs. The initial assessment was carried out for Class A, B, and D from August 21 to August 23, 2023. An invoice of RM9,900 was sent to ICLIF (Siti Nurfarah) on 25 August 2023 for payment. The CEO had virtual meetings with key officials from ICLIF on 9 August 2023 to address the delay in obtaining the final payment for programming conducted for MAMSB billing since the November 2022 programme. We were instructed to invoice for the most recent programme, and they will guarantee payment for two programmes in 2022 and one on May 17th and 18th, 2023. The MAMSB Secretariat had virtual meetings with ICLIF on December 19, 2023, to schedule and organise the next MDEP training for MSB Directors and CEOs on February 27 and 28, 2024. Form Plus has been published for member registration.

Accreditation Programme

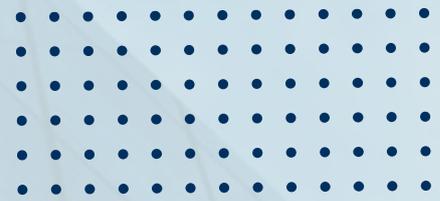
FINANCIAL ACCREDITATION AGENCY ("FAA") ACCREDITATION PROGRAM PROGRESS REPORT

The Financial Accreditation Agency (FAA) ceased operations as of October 2023. Following this development, the STF, situated at the AICB building, took the initiative to convene a meeting on December 18, 2023, between MAMSB and FAA. The primary agenda of this meeting was to facilitate the transfer of outstanding candidates, who had not completed the accreditation program, from FAA to MAMSB.

However, before initiating the transfer process, it was unanimously agreed upon that FAA must first settle all pending payments and resolve any outstanding matters concerning the candidates. Additionally, there arose a pertinent query regarding the necessity for already accredited FAA members to renew their accreditation every three years, given FAA's discontinuation. Although verbal reassurance was provided by BNM affirming that accreditation renewal was unnecessary, council members advocated for written confirmation from BNM to solidify this understanding.

The candidates earmarked for transfer to MAMSB, FAA informed the MAMSB Secretariat that they had successfully resolved payment issues for 16 candidates, providing them with refunds. However, one candidate remains unaccounted for, and efforts are underway to locate them. MAMSB has pledged to extend assistance to these candidates by facilitating their participation in the JPK accreditation program after a comprehensive assessment.

In summary, the text delineates the procedural intricacies following FAA's cessation, emphasizing the imperative of settling financial obligations, clarifying accreditation renewal protocols, and ensuring a seamless transition for affected candidates under the purview of MAMSB.



JABATAN PEMBANGUNAN KEMAHIRAN (JPK) ACCREDITATION PROGRAMME

MAMSB Secretariat in collaboration with ICLIF (ASB) rolled out two sessions of MDEP program for MSB Directors and CEOs. The first was conducted for Class A,B and D in August from 21 to 23 August 2023. The invoice for RM9,900 has been issued and sent to ICLIF (Siti Nurfarah) on 25 August 2023 for payment. CEO had virtual meetings with ICLIF senior officials on 9 August 2023 to discuss the delay in receiving final sum for programmes held for MAMSB invoicing since November 2022 programme. We were advised to invoice for the latest programme, and they will ensure 2 programmes in 2022 and one on 17& 18th May 2023 will be cleared. MAMSB Secretariat had virtual meetings with ICLIF on 19 December 2023 planned and arranged the next MDEP training for MSB Directors and CEOs on 27 & 28 February 2024. Form plus has been published for members registration.

Engagement Sessions with Industry Members, Internal and External Stakeholders

12 JANUARY 2023

The Council was invited by FIDE FORUM to attend a Business Luncheon Talk - "Can America Stop China's Rise, Will ASEAN be Damaged" by Kishore Mahubani. This was a paid event but free for Council Members. Attended by President, CEO, Mdm See, Mr Tame and Mr Mani.

2 FEBRUARY 2023

AICB CNY Celebration – CEO was invited to attend CNY celebration with all other affiliates/ tenants.

9 FEBRUARY 2023

PIDM Opening Ceremony – CEO was invited to attend PIDM opening ceremony on 9th floor of AICB Building.

10 FEBRUARY 2023

Invitation to attend India-Malaysia Cultural and Trade relations event. Guest of Honour was Deputy Minister of Tourism and Diplomatic Corps

14 FEBRUARY 2023

Extended invitation to Ambassador of Nepal to attend MAMSB Gala Dinner 2023. He confirmed his attendance and proposed a Nepali dance group for the occasion.

15 FEBRUARY 2023

Attended meeting with Malaysian Airports Holding Berhad (MAHB) on tender exercise for Bureau de Change and extended request for sponsorship/attendance at Gala Dinner 2022.

21 FEBRUARY 2023

Meeting with First Secretary of Indian Embassy, Ms C Shusma on: follow up events with associations like Indian Restaurant Owners Association (PRIMAS) and Malaysian Muslim Restaurant Owners Association (PRESMA) on digital awareness programme. The request MAHB, MAMSB also connected embassy to MAHB on list of A Grade restaurants to open in KLIA. Invitation to MAMSB Gala Dinner 2023.

16 MARCH 2023

Meeting with Nepal Ambassador with Taskforce Combat Chairman on awareness programme in June/July

17 MARCH 2023

JPK Committee Meeting

20 MARCH 2023

BNM virtual with Policy Department on the Gala Dinner

21 MARCH 2023

Taskforce Combat Meeting

30 MARCH 2023

BNM Meeting with Shahrul in Sasana Kijang on collaboration between BNM and MAMSB on Managing Illegal MSB Operators

3 APRIL 2023

Nomination Committee Meeting at MAMSB to appoint members and to discuss nomination processes.

17 APRIL 2023

JPK Committee BNM on MEE virtual meeting

6 MAY 2023

Launching of HRDF Training Week in Hilton Cyberjaya

7 MAY 2023

NEC Meeting in MAMSB

11 MAY 2023

Meeting with Excel Training Providers on Section 17A with SPRM collaboration. A proposal for training has been made to CEO for discussion.

16 MAY 2023

Discussion with social media consultants to provide FB for MAMSB as instructed

17 MAY 2023

Discussion with MAZAR on MAMSB Accounts

19 MAY 2023

Private Public Programme with SPRM and Raya networking

24 MAY 2023

Education Committee Meeting (virtual)

25 MAY 2023

Postponed AGM 2023 in Royal Selangor Club

6 JUNE 2023

Discussion with KLSICCI President Nivas Raghavan on collaboration with MAMSB

8 JUNE 2023

BNM Symposium 2023 in Sasana Kijang

9 JUNE 2023

KLSICCI National Conference on Government Grants and SME Loans in MITI

12 JUNE 2023

Discussion with ACAMS on MEE free for MAMSB participants

12-OCTOBER 2023

SPRM Public Private Partnership phase 2 programs with none banking financial services providers attended by President and CEO – Tan Sri Azam Baki briefed the meeting on AML and some specific cases. SPRM informed the meeting that from now on SPRM allows direct reporting to them.

Briefing by BNM on AML/CFT & TFS to all LMCs, changes to policy document on 3 main areas, i.e.,

- I. Proliferation Financing (PF) which requires RIs to identify, assess & mitigate PF risks.
- II. AML/CFT Group-Wide Programme which requires expand definition of financial group & application of group-wide programme.
- III. Targeted Financial Sanctions (TFS) obligations – clarity on the conduct of sanctions screening obligation, to ensure consistent implementation of TFS obligation by RIs

20 OCTOBER 2023

Discussion on MPA with Class A members, strengthen understanding on sharing of information about agents' misconduct and cooling off period

24 OCTOBER 2023

Engagement with MDEC to explore how MSBs could benefit from grants and other benefits available. However, it was discovered that MDEC financing and grants are more to support digital economy.

25 OCTOBER 2023

Engagement with 'PayNet' to explore on e-payment options for MSBs. PayNet advised MAMSB to seek assistance from banks and BNM on this matter.

26 OCTOBER 2023

Virtual briefing by BNM on regulators expectations on digitalization. The survey made by BNM on e-payment adoption and digitalization shows only 52% and 9% of MSBs adopted respectively.

27 OCTOBER 2023

2nd round of briefing on AML / CFT & TFS facilitated by GOCO team, Council Members and assisted by Puan Amarjit of FIED, BNM

6 NOVEMBER 2023

President & CEO's meeting BNM Directors and Deputy Directors. Basically, to introduce the MAMSB new CEO and inform them on some of MAMSB immediate action plan and quick wins, i.e., to roll out the GOCO training and awareness efforts.

9 NOVEMBER 2023

Dry run-on AML/CFT & TFS by GOCO Chairman Madam Su Lin and President prior to submission of feedback to BNM on 10 November 2023.

9 NOVEMBER 2023

Exploring collaborative training opportunities with AICB to establish a common ground that aligns with the educational needs of MAMSB members

17 NOVEMBER 2023

Council Meeting discussion on Letters to be sent to FIED on Sanctions Screening and CIMB on termination of wholesale Banknotes agreement.

21 NOVEMBER 2023

GOGO Training – Virtual on AML / CFT Teller Module – 40 participants

22 NOVEMBER 2023

GOCO Training – Virtual on Module 1 – 35 participants

22 NOVEMBER 2023

GOCO Training – Virtual on Module 2 – 30 participants

7 DECEMBER 2023

Virtual session on FinCEN's Best Practices Guide for MSBs coordinated by MAMSB and Madam Sujatha Sindhe of Western Union

11 DECEMBER 2023

e-KYC working group discussion with AEMI and MAMSB – virtual team. The meeting was briefed by BNM on information sharing on suspicious transactions and fraudsters amongst e-money service providers

13 DECEMBER 2023

Importance of Sanction Screening Session, BNM attended by invitation and participated by 5 services providers. Pitching session on system capability was held by service providers one after another. The five service providers to submit their proposal and quotation for their compliance solutions.

14-DECEMBER 2023

BNM engagement - Anti bribery and corruption in Malaysia by SPRM. Held in Tan Sri Azman Hashim Hall in AICB building attended by about 120 MSB members. The briefing also went on virtual

18-DECEMBER 2023

STF coordinated a meeting between MAMSB and FAA. BNM requested STF to be facilitator to ensure FAA refund payment made by candidates and provide detailed list of candidates to MAMSB. MAMSB to assist the remaining 17 candidates who wish to undertake the accreditation programme.

19-DECEMBER 2023

ABM, meeting with Ms. Kalpana at 11.30am face to face, Meeting on the allocation of e-payment and digital devices to MSB industry. ABM stressed it will not involve in this and requested MAMSB to take it with banks.

19-DECEMBER 2023

Meeting with ICLIF for MDEP program - discussed on next MDEC program and fixed the date on 27 & 28 February 2024. Formplus issued to members on 3rd January 2024.

19 - 21 DECEMBER 2023

GOCO training – Physical Module 3 and Module 4 in AICB. Module 3 - 27 participants and Module 4 - 29 participants.

28 - 29 DECEMBER 2023

JPK presentation and Interview conducted by Encik Azizul and Encik Azhar and observed by CEO. 8 participants attended the interview.

Annual General Meeting 2023



The Association need to go through two AGMs in year 2023. AGM scheduled on 29 April 2023 (virtual) had not reached the quorum of 91 member representatives. After half an hour later, a quorum was still not present. Hence pursuant to clause 32.2 of the MAMSB Constitution "if half an hour after the time appointed for AGM. A quorum is not present, the Chairman shall postpone the meeting to a date not exceeding 30 days from the date of the inquorate AGM".

Pursuant to constitutions, the Council convened another meeting not less than 30 days from 29 April and that must be a physical one. The Chairman proceeded to declare that the Postponed AGM 2023 shall convene on 25th May 2023. The AGM scheduled on 25th May 2023 too did not achieve the requisite quorum minimum of 87 member representatives. However, the President called this meeting to order under clause 32.3 which allows the Chairman to proceed with the business of the day not decided on anything that alters the rules of the Association or whole membership.

Mr. Mohammad Ershad was appointed as the minutes Secretary for this AGM. Mr. President continued with his welcome speech and thanked members and associate for their presence. The AGM successfully held on 25th May 2023. ROS advised that for greater transparency and better governance, a fresh election for the 5th term should be held as soonest and the present Council Shall be called as interim Council and continue to manage the day-to-day operations of MAMSB pursuant to constitutions until AGM phase 2 is held only for the purpose of re-elections. The AGM phase 2 was fixed on 5th August 2023 from 10.30 am to 1.00 pm., at Sasana Kijang, BNM. The floor was opened for questions and answers session, Mr. President recorded his thanks and appreciation to all members and the Secretariat and all who had helped and assisted on one way or other to convene the AGM phase 2 2023 in accordance with the MAMSB Constitution.

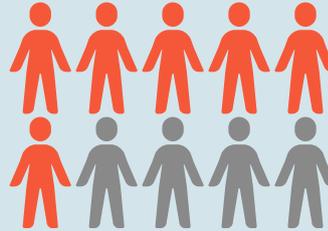
Membership Report

The membership portal was updated as of 29 Decembers 2023 to enable renewal of membership by members and associate for 2024. The Secretariat will follow through the renewal process and ensure renewal is done before end of March 2024.

MEMBERS BY CLASS

Class	Company
A	9
B	30
C	210
D	9

TOTAL MEMBERS AS AT DECEMBER 2023



MEMBERS BY REGIONAL

REGION	A	B	C	D	TOTAL
CENTRAL	7	30	105	7	149
NORTH	1	0	42	0	43
SOUTH	0	0	37	2	39
EAST MALAYSIA	1	0	23	0	24
EAST COAST	0	0	3	0	3
TOTAL	9	30	210	9	258

Members as at December 2023 include POS Malaysia Berhad and three (3) Development Financial Institutions (“DFIs”) namely Bank Kerjasama Rakyat Malaysia Berhad, Bank Pertanian Malaysia Berhad and Bank Simpanan Nasional.

TOTAL ASSOCIATES AS AT DECEMBER 2023

REGION	TOTAL
CENTRAL	214
NORTH	84
SOUTH	102
EAST MALAYSIA	70
EAST COAST	9
TOTAL	479